

Cancellation and lateness policy

My aim to ensure fairness and minimise disruption to both your treatment and that of others. I do recognise that this is sometimes unavoidable though.

Lateness policy

If less than 10 mins late on a first occasion (and if I have no clients straight afterwards) we will still do the full hour anyway. If I have another client booked straight afterwards the session will need to close at the originally appointed time.

If more than 15 mins late the session will be charged at the normal rate (no refund) and the remaining time for the session will be given. If more than 30 mins late the original session is automatically cancelled (but a replacement session can be booked and paid for at 25% discount), to be paid for and taken within two weeks.

If less than 10 mins late on a second occasion, or any subsequent occasion, the session will be charged at the normal rate (no refund) and the balance of the session time will be given. At our sole discretion it may be possible to give the normal session time. We will tell you at the time if this is possible.

Cancellation policy

I sometimes have a room booked and there are penalties for late cancellation that I have to pay. I therefore encourage you to cancel giving at least 48 hours notice.

Cancellation with more than one weeks notice - full refund or credit given
Cancellation with less than 3 days notice – half of the fee will be credited against a new session.

Cancellation (or no show) with less than 24 hours notice - no refund.

***Do still stay in contact anyway.
These things happen!***